GOVERNMENT OF INDIA
AGRICULTURE AND FARMERS WELFARE
LOK SABHA

UNSTARRED QUESTION NO:2949
ANSWERED ON:15.03.2016
Kisan Call Centres
Dubey Shri Nishikant ;Laguri Smt. Sakuntala

Will the Minister of AGRICULTURE AND FARMERS WELFARE be pleased to state:

(a) the number of Kisan Call Centres approved and functioning in various States of the country including details thereof, State-wise and location-wise;

(b) whether these call centres are sufficient to provide adequate information to the farmers;

(c) if so, the details thereof along with the steps taken by the Government to strengthen these call centres; and

(d) whether the Government is considering to set up more such centres in various States of the country including backward and tribal areas of Jharkhand, if so, the details thereof, State-wise, locationwise along with the time by which these centres are likely to be set up?

Answer

MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND FARMERS WELFARE

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(a): The Department of Agriculture & Cooperation & Farmers Welfare (DAC&FW) Government of India has set up Kisan Call Centres (KCCs) at 14 locations covering all the States and Union Territories in the country to provide information on queries of farmers in the area of agriculture and allied subjects. Farmers can call from 6 AM to 10 PM on toll free helpline number 1800 180 1551 throughout the year and get replies to their queries pertaining to agriculture and allied sectors in their own language. The details of Kisan Call Centres (KCCs) at different locations in the country are given at Annexure-I.

(b): Yes, Madam.

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(c): The Kisan Call Centers are adequately equipped with modern technology to respond efficiently to farmers' queries in the shortest possible time. These centres have state of the art features viz. Internet Protocol Private Branch Exchange (IPPBX), redundant Internet band with, 100% call recording/call replay, call barging, voice mail service during call waiting or when KCC is not working and SMS to caller farmers giving a gist of reply given by KCC.

(d): No, Madam. State-wise flow of calls is monitored closely and a decision to set up an independent Call Centre is taken whenever calls in a State increase beyond a threshold. As of now, Call Centres located at 14 places are adequately serving the needs of farmers in the entire country. As far as Jharkhand is concerned, the KCC located at Patna is capable of responding to all the farmers of the State.